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Fall/Winter 2019



Manager's Message

Theresa Gonzales

Manager, Response Personnel Unit



Theresa Gonzales

As the new Manager of the Response Personnel Unit (RPU), I look forward to the opportunity to work with you. We are committed to strengthening the Disaster Healthcare Volunteer (DHV), Medical Reserve Corps (MRC), and California Medical Assistance Team (CAL-MAT) Programs throughout California. We will provide coordination support, enhance recruitment efforts, and look for innovative ways to improve medical response capabilities while remaining compliant with the Standard Emergency Management System (SEMS).

I hope to utilize my 24 plus years of emergency management experience and knowledge to serve you well. The RPU looks forward to strengthening our relationships, providing successful exercises and drills, as well as the coordination of safe and effective responses. Thank you for all your hard work, support, and efforts.

Lauran Molina
California State MRC Coordinator



Lauran Molina

California Medical Reserve Corps (MRC) Coordinator

There are currently 36 MRC Units in California. Of the 36 MRC Units, there are 32 MRC Units and over 9,600 accepted and pending MRC Volunteers in the DHV System.

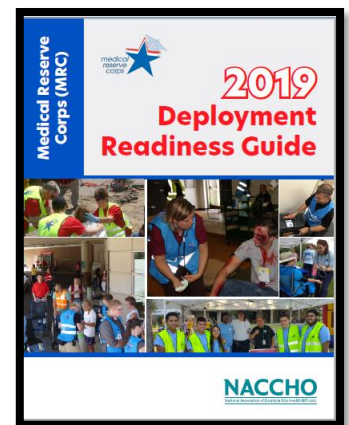
This quarter there were various MRC training opportunities, including Animal Rescue, Stop the Bleed, and CPR. Exercises included Active Shooter, National Heat Event Table Top Exercise, and an MCI Drill. Real events included Disaster Response to support the Public Safety Power Shutoff (PSPS) Event and Fires, Apartment Evacuation, CA State Fair First Responder's Day, First Aid Stations, and Flu clinics.

Kern MRC activated to provide shelter support following the Ridgecrest Earthquake (read their article on page 4), and there was a large response effort to the recent October Statewide PSPS Events and the October Statewide Fires. There were over 8 MRC Units that activated to support the PSPS event and fire response. The MRC Units that activated were the California Veterinary MRC, Contra Costa County MRC, Lake County MRC, Marin MRC, Napa County MRC, Sonoma County MRC, UC Davis VERT MRC, and Ventura County MRC. In all, a total of 131 MRC Volunteers (61 Veterinary volunteers and 70 Med/Health volunteers) provided excellent support! (read some of their articles regarding this response on pages 5-8)

The NACCHO MRC Team released the 2019 MRC Deployment Readiness Guide; this includes deployment readiness resources for MRC unit leaders and volunteers. I encourage you to look through this document and take advantage of all the resources.

https://www.naccho.org/uploads/downloadable-resources/MRC-Deployment-Ready-Guide_August-2019_082719.pdf

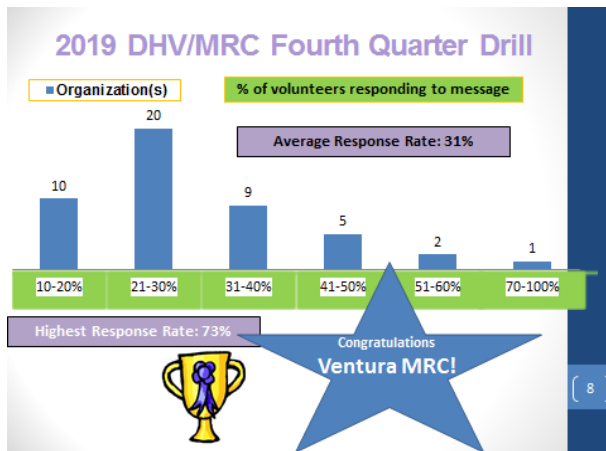
Encourage your staff, family, and friends to join the MRC Family! Brochures for recruitment are located on the bottom of page 16.



Lauran Molina

*Source: <https://www.naccho.org/programs/public-health-preparedness/medical-reserve-corps>

DHV 2019 Events



2019 DHV/MRC Fourth Quarter Drill

Alameda-City of Berkeley	Imperial County Unit	Napa MRC	Santa Cruz MRC
Amador County Unit	Inyo County Unit	Orange County MRC	Shasta County Unit
Berkeley MRC	Kern County MRC	Orange County Unit	Solano MRC
Butte County Unit	Long Beach MRC	Riverside County MRC	Stanislaus County Unit
Calaveras County Unit	LA County Surge Unit	Riverside County Unit	Stanislaus MRC
California Veterinary MRC	Madera County Unit	Sacramento County Unit	Sutter County Unit
Colusa County Unit	Marin MRC	San Diego County MRC	Tehama County Unit
Contra Costa County MRC	Mendocino County Unit	San Diego County Unit	Trinity County Unit
Contra Costa County Unit	Mono County Unit	San Francisco MRC	Tuolumne County Unit
Glenn County Unit	Monterey County Unit	San Francisco County Unit	Ventura County MRC
Humboldt County Unit	MRC Los Angeles	San Joaquin County Unit	Yolo County Unit
Imperial County MRC	Napa County Unit	San Mateo County Unit	Yuba County Unit

Thank you to all who participated.
We look forward to more successful exercises!

YOU DID IT!
CONGRATULATIONS

Quarterly DHV System Drills:

On Wednesday, October 2, 2019, EMSA conducted the Statewide Fourth Quarterly Drill with DHV System Administrators.

Administrators were instructed to send a message to all volunteers and request their availability, gather message statistics, and pull off a specific license report. Forty-eight organizations participated in the drill during the 24-hour period, consisting of 31 DHV County Units and 17 Medical Reserve Corps (MRC) Units.

The next drill is scheduled for January 15, 2020.

The DHV Quarterly Drill was a statewide test of California's Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) notification/communications system. It is an opportunity for System Administrators to test their basic knowledge and to query the system to gain proficiency and to achieve grant requirement deliverables.

July 2019 Ridgecrest Earthquakes

Kern Medical Reserve Corps

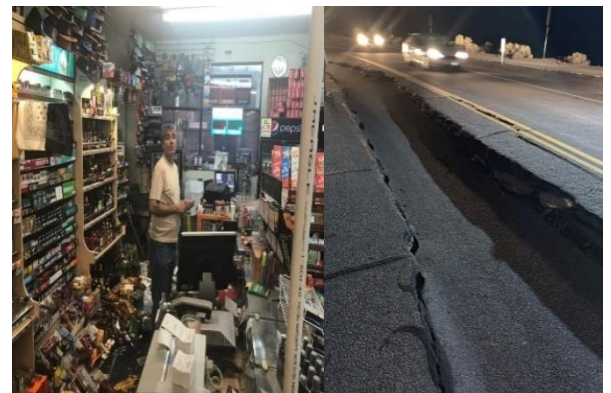
Kimberly Tollison, Paramedic

One of the largest earthquakes to hit California in 20 years, the Ridgecrest Earthquake caused major damage to several homes and cutting power to over 3000 residents, damage to several area buildings including those on Naval Air Weapons Station China Lake.



A general population shelter was set up at the Kerr McGee Community Center. Citizens that experienced damage to their homes, power outage, or were too frightened to remain in their homes came to the shelter. The first night the shelter received more than 400 displaced people, families, pets, and the elderly. Over the next 72 hours the number of people remained constant and most chose to camp in the adjacent open public park choosing not to be inside a structure, most afraid to go home or inside a building. The need to have medical and behavioral personnel was apparent in the initial hours after the event.

The shelter was managed by the Red Cross and staffed by Red Cross and Public Health Nurses. On Monday July 8, 2019 Kern County Regional Disaster Medical Healthcare Specialist (RDMHS) received a request for staffing needs for the graveyard shift. The request was for medical personnel who could provide basic first aid. The Kern Medical Reserve Corps was able to assist in staffing the graveyard shift and deployed 8 KMRC volunteers EMT, Paramedic, RN, and Physician Assistant for a total of 128 hours worked.



October 2019 Statewide PSPS/Fires

Contra Costa MRC participates in PSPS events

Contra Costa MRC team members deployed for the PSPS event occurring on October 26, 2019. Five medical personnel from the team were requested by the County Health Officer to conduct outreach calls to community members identified through emPOWER data as having durable medical equipment. These team members responded to our county Medical/Health Department Operations Center on October 26, 2019 calling over 300 community members and intermediate care facilities. The overall experience was positive as many people appreciated the calls and requested follow-up check-ins throughout the outage.

On October 27, 2019, the team was activated through a Medical Health Occupational Area Coordinator (MHOAC) request to assist with medical operations at three evacuation centers opened in Napa County. There was a total of 24 volunteers utilized, 2 from Lake County MRC, 4 from Napa County MRC, and 18 from Contra Costa MRC. Together the team staffed 24-hour operations, providing more than 510 hours of service. Care included first aid, PFA, medical case management, and prescription refill assistance. The unit demobilization at 1300 on October 31, 2019.

On November 19, 2019, three Contra Costa MRC members were activated to conduct again outreach calls to community members identified through the emPOWER data. They worked a total of 6 hours making calls until the PSPS event ended, and notifications no longer required.

Marin County

Marin Medical Reserve Corps (MMRC) volunteers supported two operations during the Late-October Marin County PG&E Public Safety Power Shutoff and Sonoma County Kincaid Fire. While all of Marin County was without power, our volunteers sprung into action to support both Marin residents and evacuees from Sonoma County. MMRC nurses placed several thousand well-check calls to vulnerable Marin residents and answered non-emergency calls transferred from 911 dispatchers. In the course of these duties, they alleviated the burden on 911 dispatchers so they could focus on priority calls.

The MMRC support may have reduced unnecessary emergency department visits through education and reassurance, but certainly provided comfort and direction to individuals who had questions about medication refrigeration or simply needed help finding a charging station. MMRC also supported a Red Cross shelter for Sonoma County evacuees at the Marin Center. California Medical Assistance Team (CAL-MAT) provided primary medical oversight of the operation, and MMRC provided valuable support to shelter residents, Red Cross, and CAL-MAT.



Ventura MRC

The Ventura County Medical Reserve Corps (MRC) Unit 959 was requested to support the American Red Cross (ARC) during the Easy Fire and Maria Fire in Ventura County, where they provided medical aid to fire victims. MRC members were assigned to shelter operations in both Simi Valley and Camarillo where they integrated with ARC staff. MRC activities were a vital adjunct to support the community during these emergencies.



UC Davis VERT-MRC

Our Unit, the UC Davis-Veterinary Emergency Response Team-Medical Reserve Corps (VERT-MRC), led by Dr. John Madigan and coordinated by Dr. Lais Costa, was activated on October 28, 2019, to deploy to Sonoma County in response to the Kincadee Fire. Our mission was to provide veterinary care and triage to both owned and at-large sick and injured animals at Sonoma County shelter locations including Sonoma County Fairgrounds in Santa Rosa, and as needed at the Sonoma-Marin Fairgrounds in Petaluma and Sonoma Horse Park on Lakeville Highway in Petaluma, and aid with search-and-rescue as necessary. The Sonoma County Fairgrounds in Santa Rosa had the greatest need, as it housed more than 700 animals (400 horses, 21 miniature horses, 1 mule, 4 donkeys, 206 goats, 54 sheep, 2 alpacas, 2 llamas, 2 emus, 18 ducks, 2 African cranes, 11 peafowls). These were animals evacuated in accordance with evacuation orders, and most of them had not experienced direct exposure to the fires. Our deployment consisted of teams traveling from Davis to Sonoma daily from October 28th to 31st.

Overall, we deployed nine veterinarians (eight UC Davis School of Veterinary Medicine veterinarians, Drs. Madigan, Costa, Aleman, Karam, Morgan, Cassano, Scalco and Valverde, and one non-UC Davis veterinarian, Dr. Gai), the senior student leader, Hayley Dieckman, and 20 veterinary students. On the first day of deployment (October 28), we deployed a total of 16 volunteers in four vehicles, the VERT truck and horse trailer, a UC Davis VERT Van, and two Veterinary trucks. The UC Davis VERT-MRC convoy headed to the Sonoma County Fairgrounds in Santa Rosa, where we provided triage and veterinary care to dozens of animals. A search-and-rescue mission was performed on October 28 in collaboration with Sonoma animal services and fire departments. Over the course of the four days of deployment, we provided 41 eleven-hour shifts (7 am to 6 pm), of which veterinarians

covered 15 shifts and veterinary students covered 26 shifts. The animals were triaged and a total of 52 large animals received veterinary care by the UC Davis VERT-MRC, many of these animals required care over multiple days.



First day of UC Davis VERT deployment (October 28, 2019), four vehicles, the VERT truck and horse trailer, a UC Davis VERT Van, and two Veterinary trucks assembled in front of the Veterinary Medical Teaching Hospital and headed the Sonoma County Fairgrounds in Santa Rosa, where 16 volunteers provided triage and veterinary care to dozens of animals

UC Davis VERT-MRC Team deployed on October 30th to the Sonoma Fairgrounds Evacuation Shelter in Santa Rosa included of 12 volunteers, consisting of four veterinarians and eight veterinary students.



Hayley Dieckman, the leader senior veterinary student of the UC Davis VERT-MRC, oriented the other UC Davis VERT student volunteers at the Sonoma Fairgrounds Evacuation Shelter for the Kincadee Fire.



Dr. John Madigan, the veterinarian that is the UC Davis VERT-MRC unit director, led the UC Davis VERT search-and-rescue mission on October 28, 2019, where the team worked in collaboration with Sonoma animal services and the fire department units responding to the Kincade Fire.

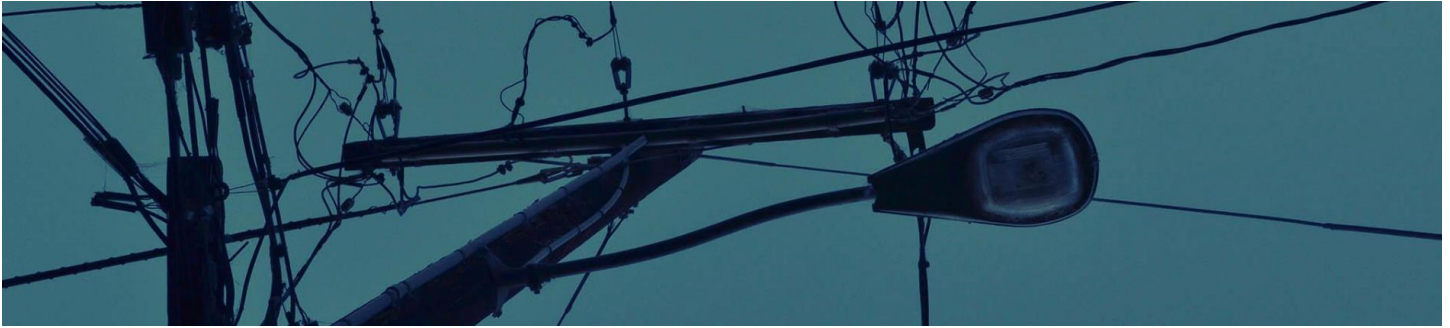


Dr. Costa, the veterinarian that is the UC Davis VERT-MRC unit coordinator, assisted by one of the UC Davis VERT student volunteers tended to one of the sheep sheltered at the Sonoma Fairgrounds Evacuation Shelter for the Kincade Fire.

Dr. Morgan, one of the veterinarians of the UC Davis VERT-MRC, and one of the UC Davis VERT student volunteers evaluated one of the horses at the Sonoma Fairgrounds Evacuation Shelter for the Kincade Fire.



Power Outages



Power Outages

Extended power outages may impact the whole community and the economy. A power outage is when the electrical power goes out unexpectedly. A power outage may:

- Disrupt communications, water, and transportation.
- Close retail businesses, grocery stores, gas stations, ATMs, banks, and other services.
- Cause food spoilage and water contamination.
- Prevent the use of medical devices.

PROTECT YOURSELF DURING A POWER OUTAGE:

- Keep freezers and refrigerators closed.
- Only use generators outdoors and away from windows.
- Do not use a gas stove to heat your home.
- Disconnect appliances and electronics to avoid damage from electrical surges.
- Have alternate plans for refrigerating medicines or using power-dependent medical devices.
- If safe, go to an alternate location for heat or cooling.
- Check on neighbors.

HOW TO STAY SAFE WHEN A POWER OUTAGE THREATENS:

Prepare NOW

- Take an inventory of the items you need that rely on electricity.
- Talk to your medical provider about a power outage plan for medical devices powered by electricity and refrigerated medicines. Find out how long medication can be stored at higher temperatures and get specific guidance for any medications that are critical for life.
- Plan for batteries and other alternatives to meet your needs when the power goes out.
- Sign up for local alerts and warning systems. Monitor weather reports.
- Install carbon monoxide detectors with battery backup in central locations on every level of your home.
- Determine whether your home phone will work in a power outage and how long battery backup will last.
- Review the supplies that are available in case of a power outage. Have flashlights with extra batteries for every household member. Have enough nonperishable food and water.
- Use a thermometer in the refrigerator and freezer so that you can know the temperature when the power is restored. Throw out food if the temperature is 40 degrees or higher.
- Keep mobile phones and other electric equipment charged and gas tanks full.

Survive DURING

- Keep freezers and refrigerators closed. The refrigerator will keep food cold for about four hours. A full freezer will keep the temperature for about 48 hours. Use coolers with ice if necessary. Monitor temperatures with a thermometer.
- Maintain food supplies that do not require refrigeration.
- Avoid carbon monoxide poisoning. Generators, camp stoves, or charcoal grills should always be used outdoors and at least 20 feet away from windows. Never use a gas stovetop or oven to heat your home.
- Check on your neighbors. Older adults and young children are especially vulnerable to extreme temperatures.
- Go to a community location with power if heat or cold is extreme.
- Turn off or disconnect appliances, equipment, or electronics. Power may return with momentary “surges” or “spikes” that can cause damage.

Be Safe AFTER

- When in doubt, throw it out! Throw away any food that has been exposed to temperatures 40 degrees or higher for two hours or more or that has an unusual odor, color, or texture.
- If the power is out for more than a day, discard any medication that should be refrigerated, unless the drug’s label says otherwise. If a life depends on the refrigerated drugs, consult a doctor or pharmacist and use the medicine only until a new supply is available.

Associated Content

- [Power Outage Information Sheet \(PDF\)](#)
- [Department of Energy](#) (link)
- [Individuals with Disabilities and Others with Access and Functional Needs](#) (link)
- [Heat](#) (link)
- [Winter Weather & Extreme Cold](#) (link)
- [Centers for Disease Control](#) (link)
- [Food Safety](#) (link)
- [Generator Safety](#) (link)

*Source: <https://ready.gov/power-outages>



Winter Holiday Safety

Winter holidays are a time for families and friends to get together. But that also means a greater risk for fire. Following a few simple tips will ensure a happy and fire-safe holiday season.



Holiday Decorating

- Be careful with holiday decorations. Choose decorations that are flame resistant or flame retardant.
- Keep lit candles away from decorations and other things that can burn.
- Some lights are only for indoor or outdoor use, but not both.
- Replace any string of lights with worn or broken cords or loose bulb connections. Read manufacturer's instructions for number of light strands to connect.
- Use clips, not nails, to hang lights so the cords do not get damaged.
- Keep decorations away from windows and doors.



Holiday Entertaining

- Test your smoke alarms and tell guests about your home fire escape plan.
- Keep children and pets away from lit candles.
- Keep matches and lighters up high in a locked cabinet.
- Stay in the kitchen when cooking on the stovetop.
- Ask smokers to smoke outside. Remind smokers to keep their smoking materials with them so young children do not touch them.
- Provide large, deep ashtrays for smokers. Wet cigarette butts with water before discarding.



*Before Heading
Out or to Bed*

Blow out lit candles when you leave the room or go to bed. **Turn off** all light strings and decorations before leaving home or going to bed.

FACTS

- More than **one-third** of home decoration fires are started by candles.
- More than **two of every five** decoration fires happen because decorations are placed too close to a heat



**NATIONAL FIRE
PROTECTION ASSOCIATION**

The leading information and knowledge resource
on fire, electrical and related hazards



Online Disaster Training Opportunity

California is fortunate that over 24,000 volunteers are registered on the DHV System. Volunteers can be notified and given opportunities to serve in critical healthcare positions if and when a disaster strikes in our state. As you are one of those who have made the commitment to register as a potential volunteer, you may want to take a next step and complete entry-level disaster training. There are on-line FEMA training opportunities you can complete on your own schedule.

If you are registered on the DHV System but are not an MRC member you may not be aware of these free training courses. This training is not a requirement for participation, but we know that the training is easy to follow and gives you a valuable understanding of how disaster operations are managed and how you would fit into the structure during an assignment.



To learn more about training classes and many other training opportunities, visit FEMA's Emergency Management Institute's website:

<http://www.training.fema.gov/EMI/>

IS-700.b: Introduction to the National Incident Management System

Link: <https://training.fema.gov/is/courseoverview.aspx?code=IS-700.b>

Course Objectives:

At the end of this course, students will be able to:

- Describe and identify the key concepts, principles, scope, and applicability underlying NIMS.
- Describe activities and methods for managing resources.
- Describe the NIMS Management Characteristics.
- Identify and describe the Incident Command System (ICS) organizational structures.
- Explain Emergency Operations Center (EOC) functions, common models for staff organization, and activation levels.
- Explain the interconnectivity within the NIMS Management and Coordination structures: ICS, EOC, Joint Information System (JIS), and Multiagency Coordination Groups (MAC Groups).
- Identify and describe the characteristics of communications and information systems, effective communication, incident information, and communication standards and formats.

Primary Audience

The course is intended for a wide audience of personnel which includes government executives, private-sector and nongovernmental organization (NGO) leaders, and emergency management practitioners, senior elected and appointed leaders, such as Federal department or agency heads, State Governors, mayors, tribal leaders, and city or county officials and other individuals with emergency management responsibilities including prevention, protection, response, recovery and mitigation

*Source: <https://training.fema.gov/is/crslist.aspx>

DHV User Tips

Did you know that you may have a photo of yourself added to your DHV profile? Well, you can with the assistance of your local DHV Administrator or MRC Coordinator. With your photo added, it will appear on your DHV Profile homepage and your settings page show below. It will also enable your local Administrator or Coordinator to create a DHV or MRC badge for you to use during deployments.

**** To have your photo added, please contact your local Administrator or Coordinator ****

The screenshot displays the DHV user interface. At the top, a navigation bar includes links for Home, My Profile, Missions, Messages (39), and Organizations. The Home page shows a profile summary with a placeholder for a photo (indicated by a red arrow), account status (Active), and recent messages. The Settings page is accessed via the My Profile tab and the Settings link in the sub-navigation bar (indicated by a red arrow). The Settings page shows the account status (Active) and a section for the profile photo (indicated by a red arrow). The current system role is listed as Responder.

Home My Profile Missions Messages 39 Organizations

Home

Updates

You don't have any updates.

Recent Messages 39

CAL-MAT Monthly Deployment Roster-December 2019
Update on CAL-MAT Status
Cancellation DHV Basic/Intermediate System Admini...
DHV/MRC Volunteer Deployment Reports
UPDATE: 2019 DHV 4th Quarter Drill ENDEX
2019 DHV System 4th Qtr Drill StartEx
DHV System 4th Quarter Drill 2019 Notification
CAL-MAT Monthly Deployment Roster - September 2019
DHV Journal
Juvare Exercise- Riverside County

PULSE

Current Status: Inactive ([View Details](#))

Home My Profile Missions Messages 39 Organizations

Summary Identity Deployment Prefs Contact Occupations Training Skills & Certifications Medical History Settings

Settings

Account Status

★ Do you want your account to be active or inactive:

Active

Active - Your account information will be available to authorized system administrators. You will be eligible to be contacted for emergency deployments and receive notifications related to potential emergency activations and deployments.

Inactive - Your account information will be available to authorized system administrators, however, you will NOT be considered for or contacted about potential emergency activations and deployments. You may receive non-emergency notifications related to the status of your account.

Your Photo

Your current photo.

Current Photo:

System Role

Your current System Role. To be assigned to a different System Role, please contact your system administrator.

Current System Role: Responder

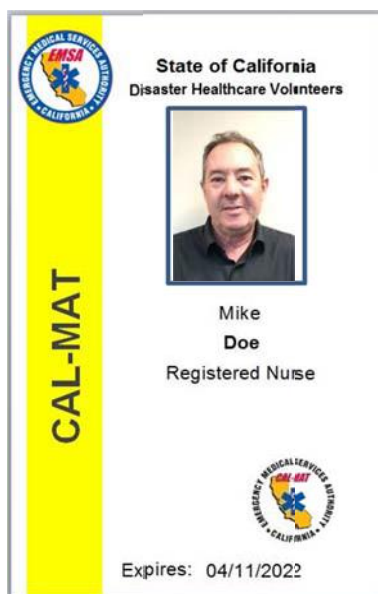
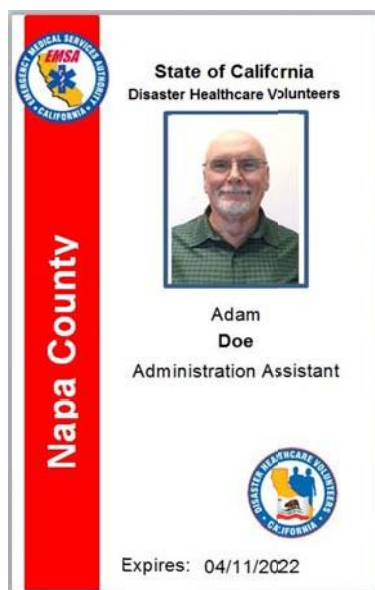
When submitting a photo to your Administrator or Coordinator, please follow the suggested photo guidelines.

- * The photo should be of type GIF or JPEG and may be no larger than 2097152 bytes in size (~ 2 Mbytes).

Uploaded images should have an aspect ratio of 3:4.

Uploading a photo with a different height to width ratio will result in a distorted image.

- * Head and shoulders only, front face squared to the camera and in color (no profile or tilted head)
- * Professional, plain attire (no hats, no sunglasses, no distracting or decorated tops, etc.)
- * The background should be plain, solid, featureless, and bright
- * The photo should be evenly lit, bright, and without shadows





DHV is California's ESAR-VHP Program

The Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) is a federal program created to support states and territories in establishing standardized volunteer registration programs for disasters and public health and medical emergencies.

Disaster Healthcare Volunteers (DHV), California's ESAR-VHP program, administered at the state level, verifies health professionals' identification and credentials so that they can respond more quickly when disaster strikes. By registering through ESAR-VHP, volunteers' identities, licenses, credentials, and accreditations are verified in advance, saving valuable time in emergency situations.

Why Do We Need ESAR-VHP?

In the wake of disasters and public health and medical emergencies, many of our nation's health professionals are eager and willing to volunteer their services. In these times of crisis, hospitals, clinics, and temporary shelters are dependent upon the services of health professional volunteers. However, on such short notice, taking advantage of volunteers' time and capabilities presents a major challenge to hospitals, public health, and emergency response officials. For example, immediately after the attacks on September 11, 2001, tens of thousands of people traveled to ground zero in New York City to volunteer and provide medical assistance. In most cases, authorities were unable to distinguish those who were qualified from those who were not - no matter how well-intentioned.

There are significant problems associated with registering and verifying the credentials of health professional volunteers immediately following major disasters or emergencies. Specifically, hospitals and other facilities may be unable to verify basic licensing or credentialing information, including training, skills, competencies, and employment. Further, the loss of telecommunications may prevent contact with sources that provide credential or privilege information. The goal of the ESAR-VHP program is to eliminate a number of the problems that arise when mobilizing health professional volunteers in an emergency response.

Disaster Healthcare Volunteers (DHV)

In accordance with federal mandate, California has developed the Disaster Healthcare Volunteers (DHV) Program to facilitate and manage the registration, credentialing, and deployment of volunteer healthcare professionals (VHPs) in California. DHV uses a software system for the management of volunteers, including the registration, notification, communication and credentialing needs associated with volunteer management. The DHV Program is the single source system operated and administered by local, regional, and state, public health, and emergency medical services agencies.

DHV is administered by all system stakeholders and managed by the California EMS Authority in partnership with the California Department of Public Health (CDPH). DHV volunteers include healthcare professionals (medical, public health, mental health, EMS, and other personnel) who are willing to be called upon in the event of an emergency or disaster. DHV volunteers are pre-registered and pre-credentialed. Deployment of volunteers will follow Standardized Emergency Management System (SEMS) procedures.

To register on the DHV system or get more information, visit our website, www.healthcarevolunteers.ca.gov

America's Health Volunteers





Have You Updated Your DHV Registration Information Lately?

We depend upon each of you to update your DHV profile with your correct information. It is important that you take a moment to update your DHV System information when your information changes. Have you moved? Do you have a new occupation or a new employer? Have your email or phone numbers changed?

Please take a moment to update your file. Just log into www.healthcarevolunteers.ca.gov and click on the "Profile" tab. From there, you can navigate through your information. Click on "Edit Information" to make your changes and then be sure to click on "Save Changes" when you have completed your edits.

The DHV Journal is Published and Distributed Via Email

News and information for participants in the Disaster Healthcare Volunteers Program administered by EMSA and operated by System Administrators in local communities and Medical Reserve Corps Coordinators throughout California. This Journal is published and distributed periodically to the partners of the DHV Program.



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Please click on the image to get a PDF copy of the New DHV Brochure:



Happy Holidays



From the Response Personnel Unit!

From Left to right: Todd Frandsen, Jesus Ochoa, Theresa Gonzales, Luran Molina, Elizabeth (Polly) Lopez, and George Knight